

[illegible]

EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						Yes	No

HA	Wetterau, J., "CTI in the corporate enterprise," International Journal of Network Management; John Wiley & sons, vol. 8, pp. 235-243, 1998
HA	Ammicht, E., Gorin, A. & Tirso, A., "Knowledge Collection for Natural language spoken dialog systems," Proc. Eurospeech, Volume 3, Page 1375-1378, Budapest, Hungary, Sep. 1999

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant(s).